ATTACHMENT 2
New User Registration

A user who has not previously registered to submit prior authorization (PA) requests via the Wisconsin Medicaid Web site should select "Register to use site" to access the New User Registration page.

On the New User Registration page, users will be asked to enter or select the following information (all items are required except as noted):

- **First name.**
- **Last name.**
- **E-mail.** E-mail addresses are not case sensitive.
- **Address 1.**
- **Address 2.**
- **City.**
- **State.**
- **ZIP code** (plus four digits, if applicable).
- **Telephone number** (with extension, if applicable).
- **Fax number** (optional).
- **User Name.** User names must be at least eight characters long and can be alphanumeric. User names are not case sensitive. Each user is required to select a unique user name and password.
- **Password.** Passwords must be at least eight characters long and contain at least one letter character and one numeric character. Passwords are case sensitive.
- **Password Confirmation.** As a security check, users will be asked to retype their password.
- **Select a security question.** Users are required to choose just one of the following questions:
  - ✓ "What is your mother's maiden name?"
  - ✓ "What is your father's middle name?"
  - ✓ "What are the last four digits of your Social Security number?"
  - ✓ "What was the name of your high school?"
- **Question response.** Users are required to enter the answer to the question they selected. The maximum length of this response is 25 characters. Question responses are case sensitive. This feature is used to confirm a user's identity if a password is forgotten.
- **Select Register.** If an error is found on the page, a message on the screen will prompt the user to correct it. When the error is corrected, users should select "Register" again.

After "Register" is selected, the screen will notify the user that the registration request is being processed. When processing is complete, the user is logged into the Web PA application.

Authorizing Billing Provider Numbers

When the user is registered, he or she will be able to enter one or more Wisconsin Medicaid billing provider numbers for submitting PA requests on the Web.

Note: A single provider (e.g., clinic or hospital) may have multiple users who submit PA requests via the Web. Also, a staff member (e.g., billing clerk) may be able to submit PA requests via the Web for multiple billing providers.

To authorize the billing provider numbers, users must do the following:
- **Enter a Medicaid billing provider number.** This is the provider's eight-digit Wisconsin Medicaid provider number.
- **Enter the billing provider's name.** At a minimum, users are required to enter the first three characters of the provider's last name or the organization's name to validate that the provider number was entered correctly. Users are required to enter the provider's name that was used when the provider became Medicaid certified.
- **Confirm.** When "Confirm" is selected, the billing provider number and name should appear on the screen. Users may authorize multiple billing provider numbers.
- **Add.** Select "Add" once the user has verified that he or she has the correct billing provider to add the provider to the user's list.
- **Create PA.** When the billing provider numbers have been added, users will select "Create PA" to begin submitting PA requests on the Web.

For help with logging in or other Web PA questions, users may also contact the Web PA technical helpdesk at (608) 221-9730.